

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Attorney Docket No.: Nynex-27/CIP3(96-21CIP3)

Applicants: Craig Reding et al.

Serial No.: **09/154,965**

Filing Date: September 17, 1998

Title: METHODS AND APPARATUS FOR AUTOMATING THE SERVICING

OF TELEPHONE CALLS INCLUDING CALLS REQUESTING DIRECTIONAL AND/OR OTHER TYPES OF INFORMATION

Group Art Unit: 2761

Examiner: To be assigned

ASSISTANT COMMISSIONER FOR PATENTS

Box Issue Fee

Washington, D. C. 20231

Attn.: Official Draftsperson

S I R:

SUBMISSION OF FORMAL DRAWINGS

Submitted herewith are thirteen (13) sheets of formal drawings (Figs. 1-10) in connection with the above-captioned application.

Respectfully submitted,

June 6, 2000

Michael P. Straub, Attorney

Req. No. 36,941

Customer No. IDON601137

(732) 335-1222

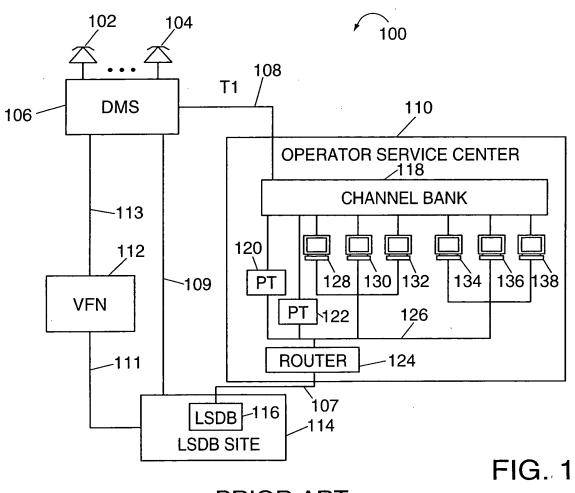


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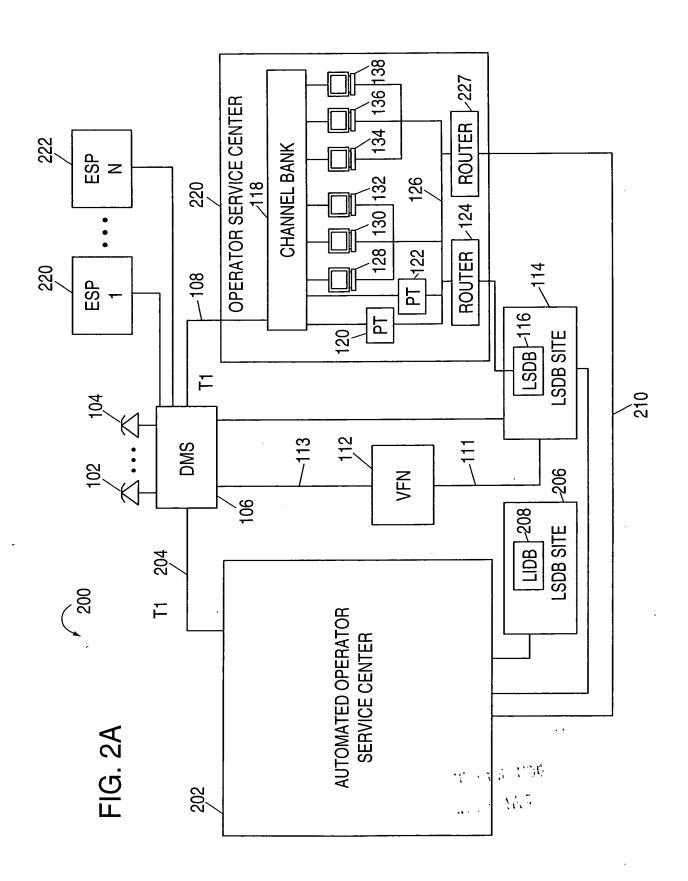
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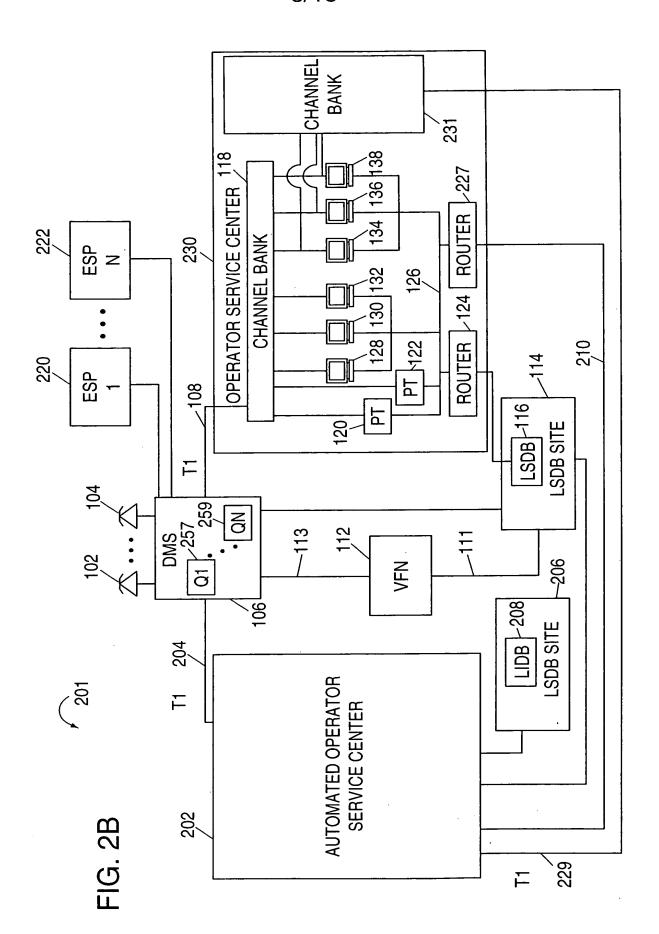
I hereby certify that this correspondence is being deposited on June 6, 2000 with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to the Assistant Commissioner for Patents, Box Issue Fee, Washington, D.C. 20231.

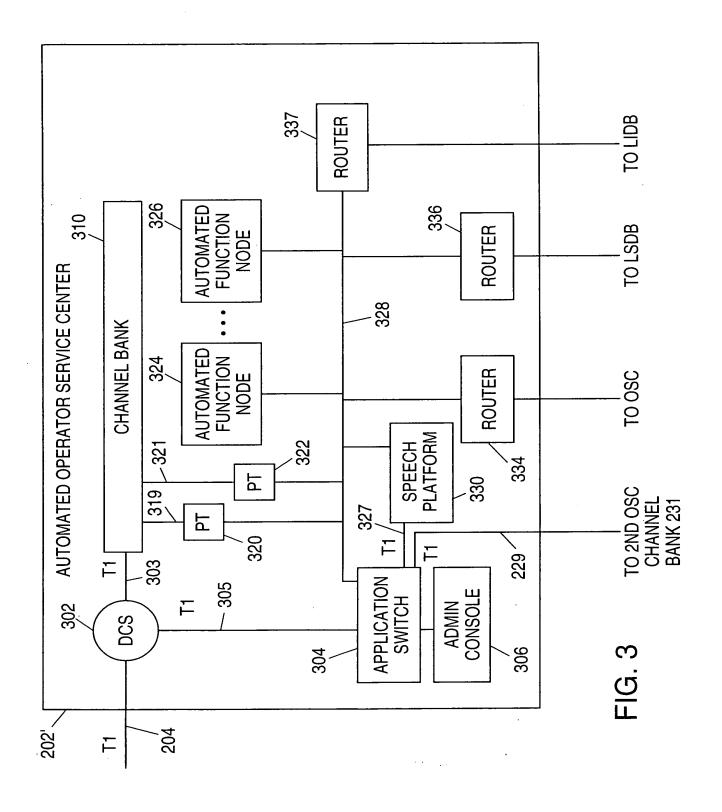
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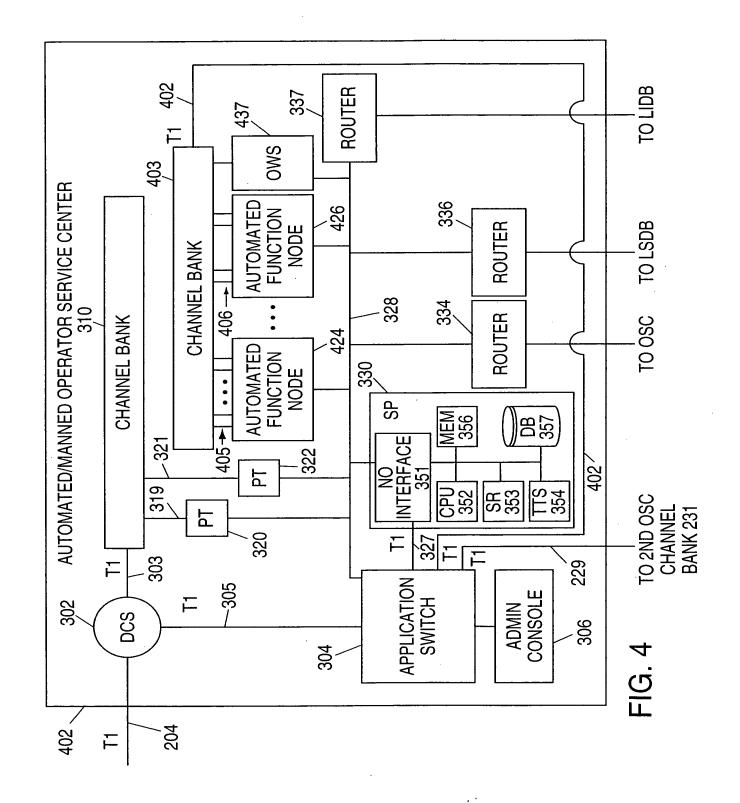


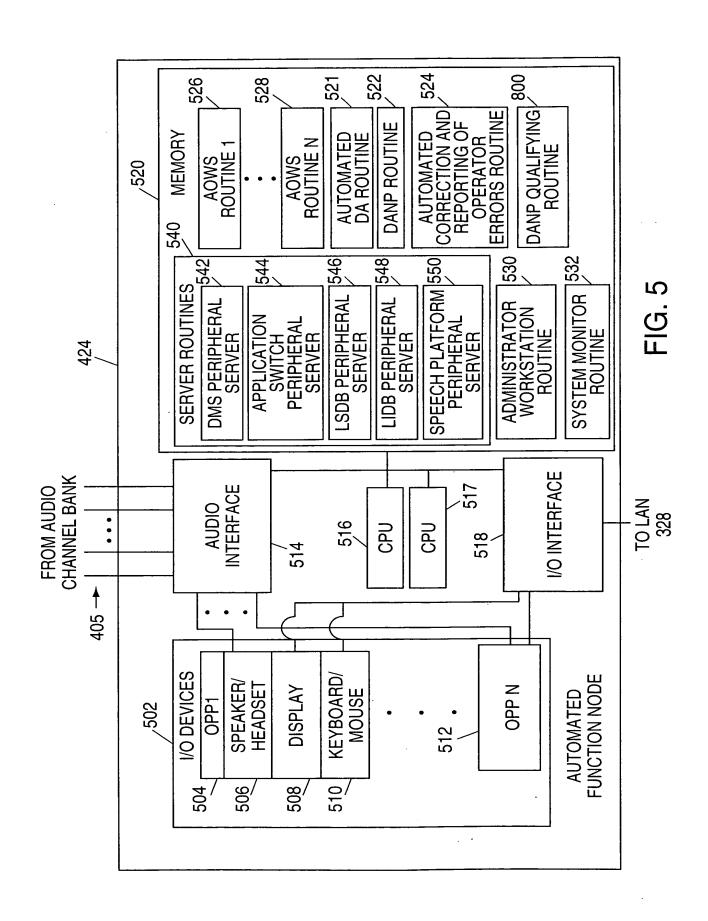
PRIOR ART

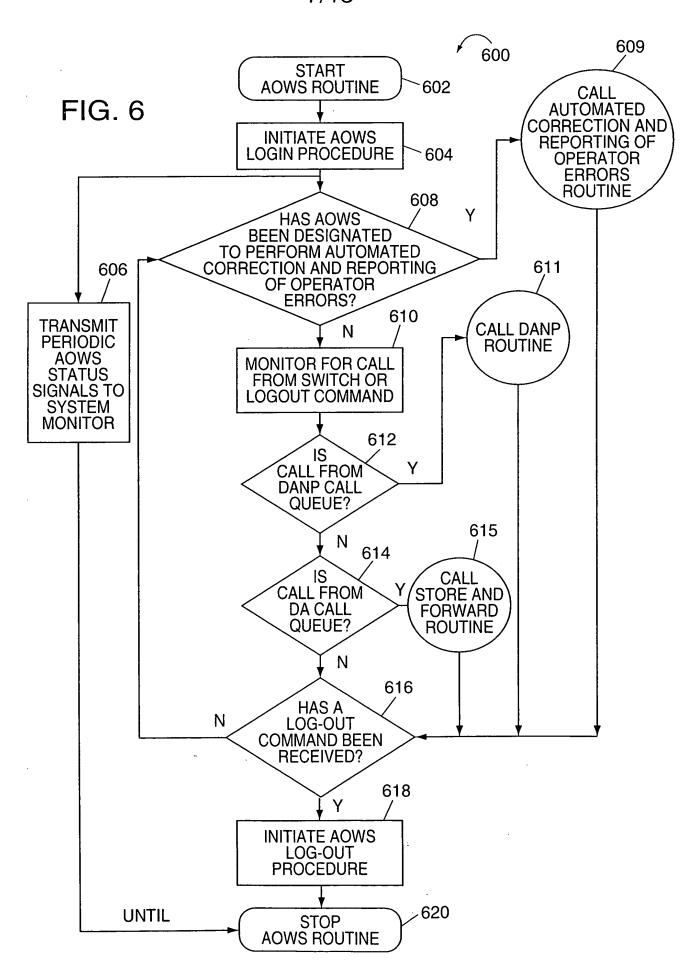


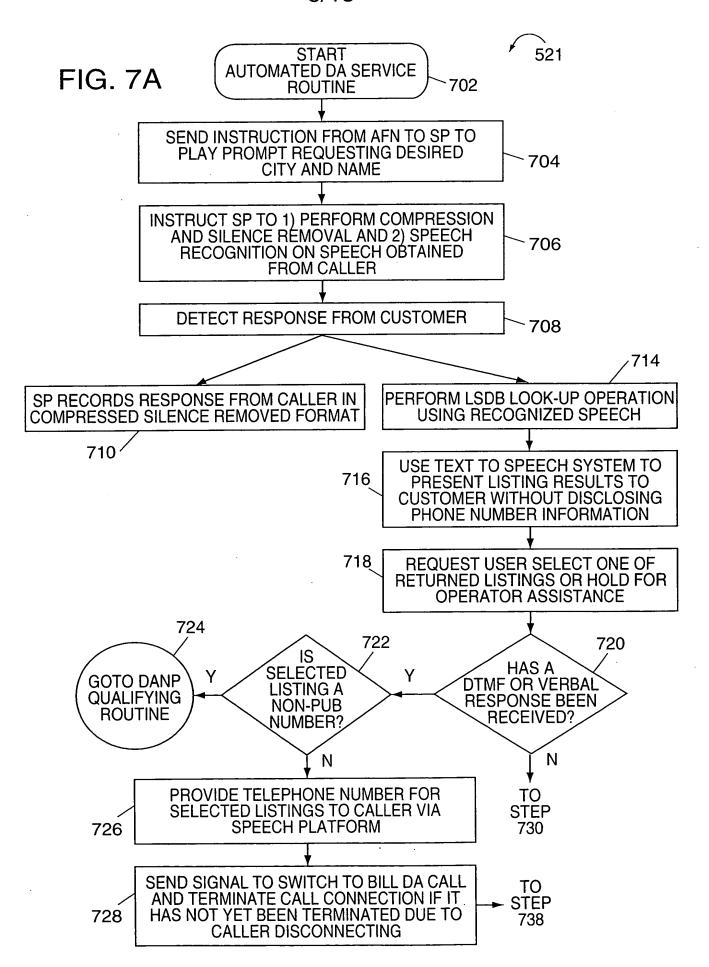


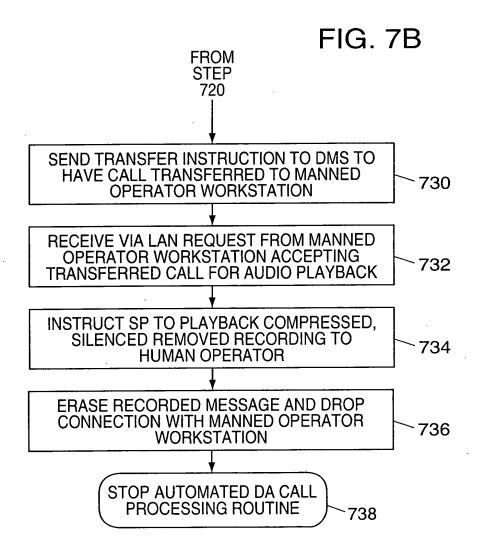












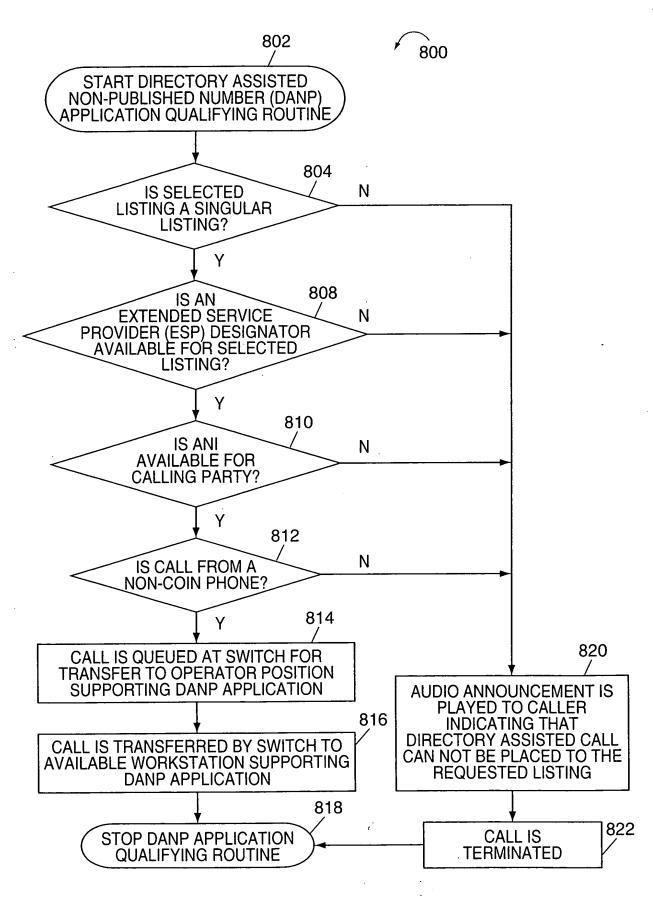
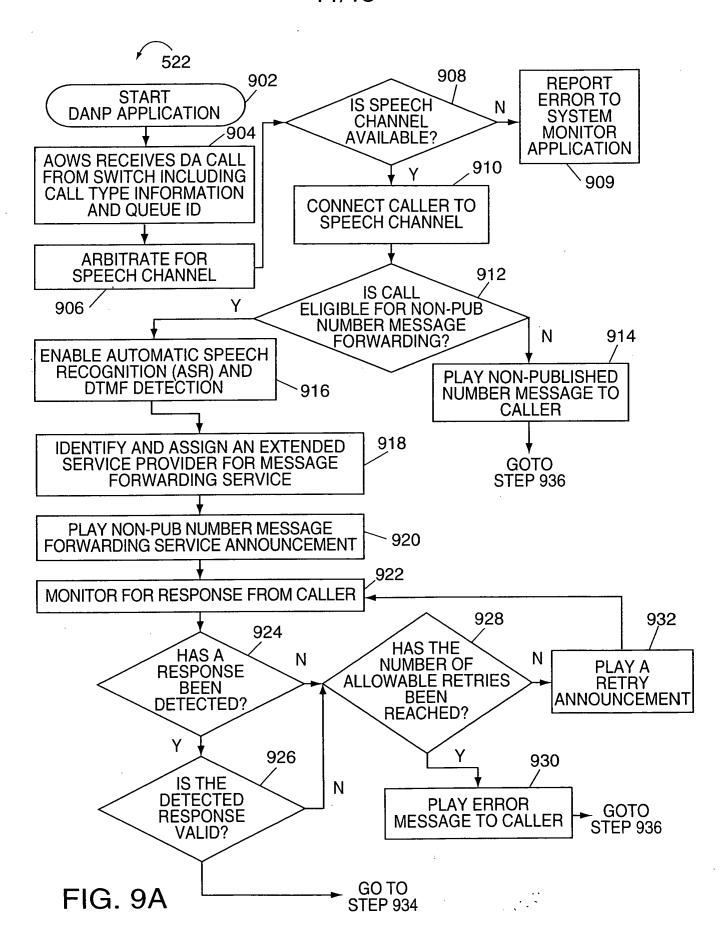


FIG. 8



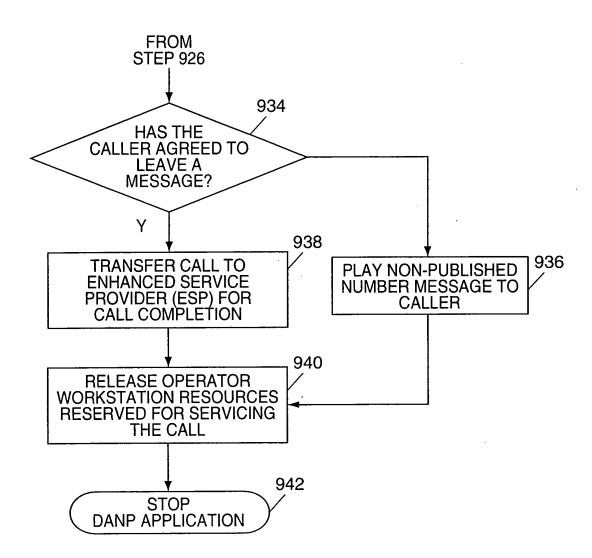


FIG. 9B

